**3**

Professional
recognition/
membership

**CIPD**

# HR
# SUPPORT

The HR Support Level 3 Apprenticeship prepares individuals for a career in human resources (HR). This apprenticeship covers a range of topics, including employment law, recruitment and selection, employee relations, payroll administration, and HR administration.

Upon completion of the apprenticeship, apprentices will have a solid understanding of HR and will be able to provide effective support to the HR team in a variety of settings, including businesses, government, and non-profit organisations. They will also be equipped with the skills and knowledge to handle employee queries, maintain accurate records, and support the recruitment and selection process.

As an HR Support professional, they will have a vital role in ensuring that the HR function is running smoothly and that employees are supported throughout their employment journey. They will also be able to work effectively as part of a team, communicate professionally and empathetically, and represent their organisation positively to employees. With these skills, they will be able to progress to more senior roles within their organisation or pursue further training in HR or management.

click here to apply

view apprenticeship standard

**Level 3**

**18+ months**
*Approximate on-programme training
(does not include EPA period)*

**£0 to £225**
*Maximum cost for non-levy employers and micro-businesses*

**£4,500**
*Maximum cost/funding for levy employers*

### Knowledge

- Business understanding
- HR legislation and policy
- HR function
- HR systems and processes

### Skills

- Communication and customer service
- Business understanding
- HR legislation and policy
- HR Function
- HR Systems and processes
- Problem-solving
- Teamwork
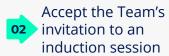- Service delivery
- Process improvement
- Managing HR information

### Behaviours

- Honesty and integrity
- Flexibility
- Resilience

## ENROLMENT TIMELINE

**01** Complete the online skills scan

**02** Accept the Team's invitation to an induction session

**03** Register in Bud (photo evidence of ID required)

**04** Complete initial assessments (Functional Skills)

**05** Attend enrolment session

**06** Sign enrolment forms

**CONGRATULATIONS YOU ARE NOW ON THE PROGRAMME**

# HR SUPPORT ROADMAP

*Modules are delivered holistically through-out the programme.*

**21+ months**

**18+ months**          **3+ months**

| Module 1 | Module 2 | Module 3 | Module 4 | Module 5 | Module 6 | Module 7 | Module 8 | Module 9 | Module 10 | Module 11 | Module 12 | End-Point Assessment |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Apprenticeship Induction including CPD and professional development | Communication and customer service | Business Understanding | HR legislation and policy | HR Function | HR Systems and processes | Service Delivery | Problem Solving | Teamwork | Process improvement | Managing HR information | End-Point Assessment Preparation | CIPD |
| **INDUCTION** | Online **Masterclass** | Online **Masterclass** | Online **Masterclass** | Online **Masterclass** | Online **Masterclass** | Online **Masterclass** | Online **Masterclass** | Online **Masterclass** | Online **Masterclass** | Online **Masterclass** | Online **Masterclass** | Work on consultative project 3000 words |
| **KSBs** | **KSBs** | **KSBs** | **KSBs** | **KSBs** | **KSBs** | **KSBs** | **KSBs** | **KSBs** | **KSBs** | **KSBs** | **KSBs** | |
| Preparing for your apprenticeship training | Deal effectively with customers and colleagues<br><br>Adapt your style to the audience<br><br>Building trust and sound relationships | What is the structure of your business?<br><br>Organisational culture<br><br>Team roles | Understanding of HR in your sector<br><br>HR policy framework in your organisation<br><br>How to resource advice | Business plans<br><br>The role and focus of HR within your organisation<br><br>Prioritising in your role | Understand the systems, tools and processes used<br><br>Understand the standards to be met<br><br>Core HR systems used by organisations | The customer journey<br><br>How to build expertise in HR matters<br><br>The ability to handle repeated situations<br><br>How to plan and organise your work | Questioning techniques<br><br>Root cause analysis<br><br>Taking ownership | Supporting your team<br><br>Building strong working relationships | How to improve HR performance<br><br>Supports implementation of HR changes/ projects | How to maintain records as part of your role<br><br>Data protection<br><br>Preparing reports | Develop and work towards your End Point Assessment<br><br>Consultative project<br><br>Professional discussion | **REMOTE ASSESSMENT**<br><br>Consultative project<br><br>**LIVE ASSESSMENT**<br><br>Professional discussion<br><br>Presentation on workbased project |
| 1-2-1 tutor review | 1-2-1 tutor review | 1-2-1 tutor review | 1-2-1 tutor review | 1-2-1 tutor review | 1-2-1 tutor review | 1-2-1 tutor review | 1-2-1 tutor review | 1-2-1 tutor review | 1-2-1 tutor review | 1-2-1 tutor review | 1-2-1 tutor review | **EPA GATEWAY** |

🔍 **Formal review every 8-12 weeks**

**0 - 6 months** Functional Skills based on Prior Qualifications and Assessment results

HR Support Level 3